

Chicago Transit Authority

Paratransit Service

Customer Guide

August 2005



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----- (773) 768-7088

To Apply for Special Services

Regional Transportation Authority (RTA)

Voice----- (312) 663-4357

TTY ----- (312) 913-3122

General Information

Travel Information (CTA, Pace)

Voice-----836-7000

(Area codes: 312-773-708-630-815-847)

TTY ----- (312) 836-4949

TTY ----- 1-800-439-2202

CTA Paratransit

Voice----- (312) 681-3098

TTY ----- (312) 681-3099

Fax----- (312) 681-4697

CTA Elevator Status Line

CTA Voice----- 1-888-YOUR-CTA

TTY ----- (312) 432-8070

CTA Emergency Numbers

Before 7:00 a.m. & after 6:00 p.m.
weekdays; all day on weekends

Voice 1-888-YOUR-CTA, Press 5
(968-7282)

TTY ----- 1-888-CTA-TTY1
(282-8891)

Change of Address, Phone or Disability Status

RTA Voice -- (312) 663-HELP (4357)

RTA TTY ----- (312) 913-3122

CTA Paratransit Mailing Address

Paratransit Operations Office

567 W. Lake St., Chicago, IL 60661-1498

Taxi Access Program (TAP)

Voucher Mail Order Forms

Voice ----- (312) 681-3098
TTY ----- (312) 681-3099

Wheelchair Lift-Equipped Taxi Cab

Toll Free ----- (800) 281-4466

Taxi Affiliations

American United Cab Assn.

----- (773) 248-7600

Blue Ribbon Association, Inc.

----- (773) 508-0800

Checker Taxi Association, Inc.

----- (312) 243-2537

Chicago Carriage Cab Co.

----- (312) 326-2221

Choice Association

----- (773) 338-9502

Flash Cab Company

----- (773) 561-4444

Globe Taxi Association

----- (773) 725-6500

Green Taxi Association

----- (773) 539-4100

Gold Coast Taxi

----- (773) 271-0163



Taxi Affiliations

Taxi Access Program

Jimmy Morgan Taxi Assn.

----- (773) 684-1111

Jitney Transportation

----- (773) 548-6391

King Drive Cab Affiliation

----- (773) 487-9000

Koam Taxi Association

----- (773) 275-3535

Metro Jet Cab Association

----- (773) 784-5669

Service Taxi Association, Inc.

----- (773) 262-2163

Sun Taxi Association, Inc.

----- (773) 736-3399

24 Seven Taxi Association, Inc.

----- (773) 878-8294

Wolley Cab Association, Inc.

----- (312) 829-4222

Yellow Cab Affiliation, Inc.

----- (312) 829-4222

Taxi Complaints/Concerns

Voice ----- (312) 744-9400

TTY ----- (312) 744-9385

Welcome To CTA Paratransit

The CTA is committed to providing quality, affordable transit services for all our customers. We are always striving to make CTA mainline more accessible and user-friendly. However, we recognize that some customers' disabilities will not permit them to use our mainline bus and rail service. CTA's Special Services program provides transportation that is comparable to the level of service provided on our mainline system.

The Special Services program:

- provides service that is comparable to the length of time it would take on the mainline system, including transfers and wait time;
- operates on comparable days and hours as the mainline system, and;
- is provided without regard to the purpose of the trip.

We welcome customers who have been certified as "ADA Paratransit Eligible" and look forward to meeting your transportation needs.

What Is Paratransit?

CTA's Special Services program provides curb-to-curb transportation to "ADA paratransit eligible" persons who are unable to use accessible mainline bus and rail service due to their disability.

Eligibility Requirements

To use CTA's Special Services, you must first apply for a determination of eligibility. The Regional Transportation Authority (RTA) determines eligibility based upon functional considerations. To obtain information about the categories of eligibility or to apply for Special Services transportation, call:

Regional Transportation Authority (RTA)

Voice --- (312) 663-HELP (4357)
TTY ----- (312) 913-3122

Eligibility is strictly limited to individuals specified in the ADA regulations.

Scheduling A Special Services Trip

Once you have received RTA notification that you are ADA paratransit eligible, you can call the Special Services carrier of your choice to schedule a trip. (see Quick Reference Numbers on pages 2-3). Trips must be scheduled the day before you desire to travel. Carriers begin accepting reservations at 6:00 a.m.

Required Information

When calling to schedule a trip, please provide your carrier with the following information:

- Paratransit I.D. number;
- Date of trip;
- Appointment time and requested return time;
- Exact street address for your origin and destination; intersections will not be accepted;
- Number of persons traveling with you including personal care attendant (PCA) and/or companion (see pages 10-11 for description);
- Type of mobility aid used by you and each person traveling with you, and;
- Any other helpful information.

Pick-up and Drop-off Procedures

- Special Services is a curb-to-curb program. However, drivers cannot escort you past the ground floor of any building, nor are they permitted to enter residences. You must be within the “line-of-sight” of the vehicle.
- Plan to board the vehicle 10 minutes before your scheduled pick-up time. The driver will attempt to locate you; however, after 5 minutes, you will be recorded as a “no-show” and the driver will be given authorization to leave.
- When you board the vehicle, show the driver your valid RTA Reduced Fare Permit/ADA Paratransit Identification card. Your driver is required to complete a trip ticket each time you use Special Services. The driver must fill out all information on the ticket, including your actual pick-up and drop-off times.
- At the end of the trip, you must verify the accuracy of the information on the trip ticket and sign it. If you are unable to sign your name, the driver will indicate that on the ticket. Ask the driver for a copy of the completed trip ticket for your records. It is your responsibility to make sure that the trip ticket is accurate.

- Do not sign the trip ticket if the information is inaccurate. Ask the driver to correct the information. Call the CTA Paratransit Operations office if a driver is unwilling to correct the information.
- CDT drivers do not provide trip tickets. Trip information is automatically recorded through the carrier's Mobile Data Terminal (MDT) System.

Travel Time

If you are traveling to a scheduled appointment you should tell the customer service representative the time you need to arrive at your destination. This will enable your carrier to determine the correct pick-up time for you. Special Services is a shared ride program. Your total travel time will permit other customers to board and ride in the same vehicle. In many cases, your trip will take approximately the same amount of time it would take on CTA's mainline bus and rail system.

Personal Care Attendant (PCA)

The CTA permits a personal care attendant (PCA) to accompany the ADA eligible customer. A PCA is not considered to be a companion. The need for a PCA must be indicated when you apply for eligibility certification with the RTA. PCA's are not charged a fare and must have the same pick-up and drop-off location as the eligible customer.

Companions

In addition to your PCA, the CTA permits one companion to accompany you. A companion is required to pay the same cash fare as the eligible customer.

Companions must be picked up and dropped off at the same location as the eligible customer.

Additional companions may accompany you only if space is available on the vehicle and does not result in a trip denial to eligible customers.

Open Return or Will-Call Trips

You may request an open return or will-call trip when you are unsure about the time of your return trip. Open returns are generally used for medical appointments. The Special Services carrier is required to pick up customers within 60 minutes of an open return trip request.

Holiday Service

Paratransit service operates on a weekend schedule on the following holidays:

- New Year's Day
- Memorial Day
- Independence Day (Fourth of July)
- Labor Day
- Thanksgiving Day
- Christmas Day

Canceling Your Trip

To cancel a trip, you must contact your Special Services carrier at least two (2) hours before the scheduled pickup time. If a Special Services vehicle is more than 30 minutes late and you plan to leave before the vehicle arrives, you must call to cancel the trip to avoid a no-show or a late cancellation penalty.

Fares

All customers are required to pay a fare. Only the personal care attendant (PCA) who travels with an ADA certified paratransit customer rides free. The fare for each customer and companion is \$1.75 each per one-way trip.

Special Services carriers accept CTA's Full-Fare Monthly ADA Paratransit Pass, full-fare Transit Card, or exact cash. Companions must pay exact cash fare. Drivers cannot make change.

Service Area

Three Special Services carriers provide complimentary service to locations within $\frac{3}{4}$ of a mile of a CTA bus route and up to $\frac{3}{4}$ mile in radius of each CTA rail station (See service maps on pages 15 and 17). The CTA does not provide service outside of its service area.

Hours of Operation

Operating hours vary on weekdays, weekends, early morning (owl service) and holidays.

Weekday Service

Provided Monday through Friday from 5:00 a.m. to midnight

Weekend Service

Provided Saturday, Sunday and holidays from 5:00 a.m. to midnight

Owl Service

Provided Monday through Friday from 12:01 a.m. to 4:59 a.m.

Service is provided to all of the following communities:

Chicago*	Hines
Cicero	Hometown
Evanston	Lincolnwood
Evergreen Park	Norridge
Forest Park	Oak Park
Harwood Heights	Skokie

*(Includes O'Hare & Midway)

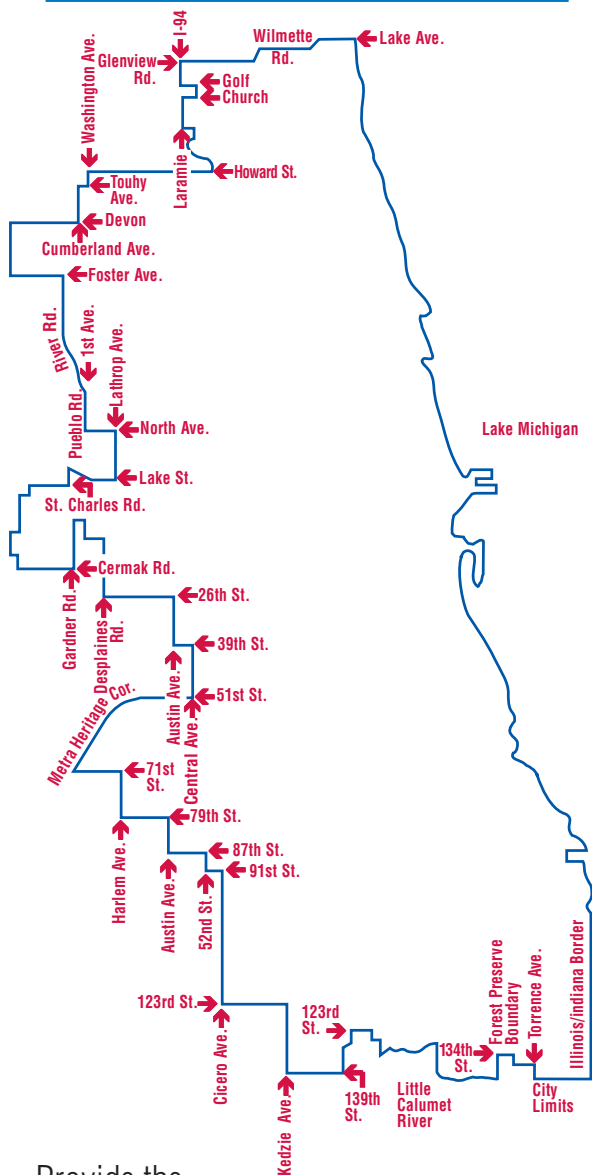
Service is provided to parts of the following communities:

Alsip	North Riverside
Bedford Park	Oak Lawn
Bellwood	Park Ridge
Berwyn	River Forest
Blue Island	River Grove
Burbank	Rosemont
Calumet Park	Schiller Park
Elmwood Park	Stickney
Forest View	Summit
Maywood	Westchester
Merrionette Park	Wilmette
Niles	

Suburban Trips

You may transfer between CTA's and Pace's Special Services programs to travel within suburban locations that are not served by the CTA. To schedule a regional trip, call the CTA Special Services carrier of your choice and then call Pace to schedule a transfer.

CTA Weekday Service Map



Weekday Service Map

Provide the necessary information to schedule a regular paratransit trip and choose one of the transfer locations listed on the next page.

North

- CTA Cumberland (Blue Line) rail station, 5700 N. Cumberland, Chicago
- CTA Davis (Purple Line) rail station, 1612 Benson, Evanston
- CTA Rosemont (Blue Line) rail station, 5800 North River Road, Rosemont
- Park Ridge Metra train station, 100 S. Summit, Park Ridge
- Resurrection/St. Francis Hospital, 355 Ridge Avenue, Evanston

West

- North Riverside Mall (J.C. Penney's), North Riverside
- Thatcher Woods Shopping Center, River Grove
- West Suburban Hospital (main entrance), Oak Park

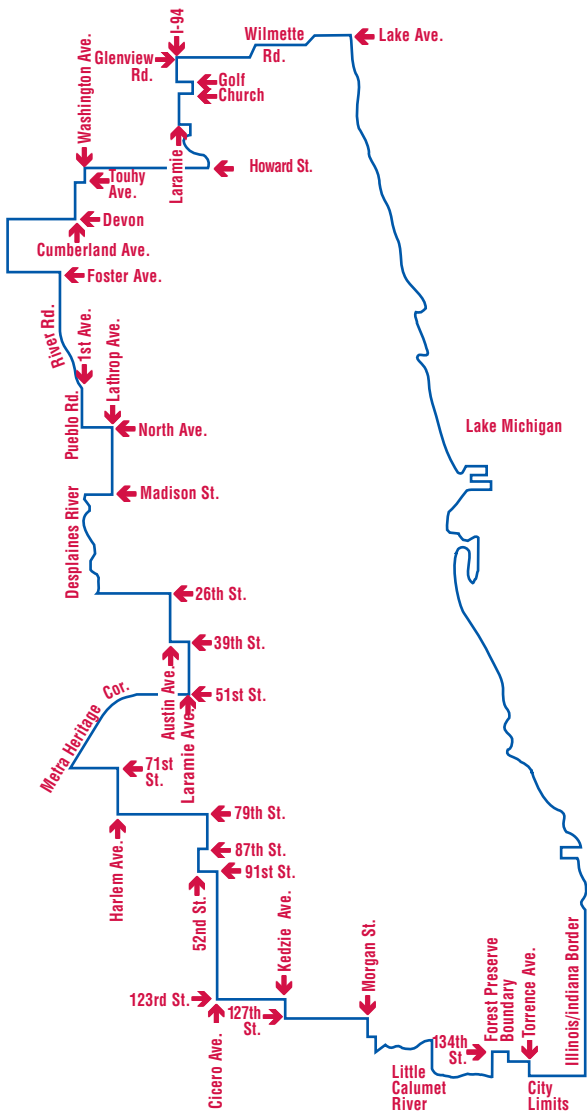
Southwest

- CTA bus turn-around at 63rd & Archer, Summit
- CTA Midway (Orange Line) rail station, 59th Street, Chicago
- Christ Hospital (main entrance), 4440 W. 95th Oak Lawn

South

- CTA bus turnaround at 119th & Western, Blue Island
- Evergreen Plaza (Carson Pirie Scott) lower level, Evergreen Park
- St. Francis Hospital 12935 S. Gregory, Blue Island

CTA Weekend/ Holiday Service Map



Weekend/Holiday Service Map

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Subscription Service

Subscription service is not required by the ADA; however, the CTA offers limited subscription service for customers who require repetitive trips over an extended period of time. As a subscription service customer, you do not need to call to request each trip. CTA provides subscription service for trips to work, work training, education, specialized medical care, or other regular travel needs.

Because of the limited amount of subscription service, you may be placed on a waiting list. Other restrictions may also apply. Except for trips to and from dialysis, there is no subscription service available on the following holidays:

- New Year's Day
- Memorial Day
- Independence Day (Fourth of July)
- Labor Day
- Thanksgiving Day
- Christmas Day

You must call and individually reserve any trips you wish to take on holidays. Always call your Special Services carrier to cancel a specific subscription trip. Please indicate that only a specific trip is being cancelled.

Driver Assistance

Drivers will assist you as needed or upon request with the use of securement systems, ramps, and parcels not exceeding 50 pounds. Customers needing assistance beyond the entrance of their pickup location must arrange for a Personal Care Attendant or companion. Drivers are required to make sure that all wheelchairs and scooters are properly secured, per ADA requirements. Drivers are not allowed to lift or carry customers.

Suspension/ Termination of Service

Abusing your ridership privileges can result in suspension or termination of your paratransit service. Before service is suspended, you will be notified in writing. Conduct that leads to suspension or termination of service, besides refusal to pay the proper fare, includes:

Disruptive Conduct

Customers who engage in violent, disruptive or illegal conduct will be refused service. A customer whose behavior threatens, or has threatened, the safety of paratransit personnel or other customers may be denied service. You may permanently lose your service because of violent, threatening or illegal behavior.

No-Shows/Late Cancellations

Missing scheduled trips is a serious matter. You will be recorded as a no-show or late cancellation if you:

- do not appear for your scheduled trip;
- fail to board the vehicle within five minutes of its arrival after the scheduled pickup time: or,
- cancel your trip less than two hours before the scheduled pickup time.

You will not be recorded as a no-show or late cancellation if you choose not to wait for a ride that is more than 30 minutes late, if you call your carrier to cancel the trip.

If you consistently miss your scheduled pickup, your service will be suspended. Customers cannot exceed six (6) incidents of late cancellations or no-shows within a calendar month. After the first incident, you will receive a warning letter. As a safeguard, do not schedule more trips than you plan to take. Contact CTA Paratransit Operations to obtain a copy of the no-show/late cancellation policy and/or the subscription service rules and regulations. The following service suspensions will apply:

- 1st suspension 1 week
- 2nd suspension 2 weeks
- 3rd suspension 3 weeks
- 4th suspension 4 weeks

Appealing a Warning, Suspension or Termination

You will be given an opportunity to appeal the decision before the CTA Appeals Committee. This committee consists of customers and advocates for people with disabilities.

Suspension/Termination of your service will not begin until the appeals process is complete. You will be notified in writing of the committee's final determination.

Visitors

CTA provides paratransit service for visitors with disabilities who do not live in the CTA or Pace service area. To receive paratransit service, all visitors must present documentation that they are ADA paratransit eligible for the jurisdiction in which they reside. If a visitor is unable to present such documentation, the CTA will require documentation of residence and/or disability.

Visitors will not be provided service for more than 21 days from the date of the first paratransit trip. In order to receive service beyond the 21-day period, individuals must apply for eligibility with the RTA.

**TTY ----- 1-888-CTA-TTY 1
(1-888-282-8891)**

Travel Training

Travel Training is available if you need assistance using CTA's bus and rail system. Training is provided by professional instructors at no cost and is tailored to your particular travel needs.

For more information on these services, call the Regional Transportation Authority (RTA) at:

(312) 663-HELP (4357)
TTY (312) 913-3122

Taxi Access Program (TAP)

As an eligible Paratransit customer, you can purchase taxi vouchers worth up to \$13.50 of the metered cab fare for \$1.75 each. The use of TAP gives you more flexibility in scheduling nonstop service within the city of Chicago. All Chicago taxicab companies participate in TAP. It is not necessary to reserve your trip the day before as required by Special Services.

If you require a lift-equipped cab, call the Chicago Accessible Taxicab Service toll-free at 1-800-281-4466. You may also call the CTA Paratransit Operations office to request a TAP brochure or visit our web site at www.transitchicago.com. Please refer to Quick Reference Numbers for a list of cab companies.

Emergency Assistance

If your vehicle has not arrived after 45 minutes, or your will-call request is more than 90 minutes late, call the CTA to receive further assistance. During regular business hours (7:00 a.m. to 6:00 p.m. Monday through Friday) call:

Voice: ----- 1-312-681-3098

TTY: ----- 1-312-681-3099

For after office hour emergencies, (6:00 p.m. to 7:00 a.m. weekdays and all day weekends and holidays), call:

Voice: 1-888-YOUR-CTA

(1-888-968-7282) press 5

TTY: ----- 1-888-CTA-TTY1

(1-888-282-8891)

Do not call the emergency number for non-emergency situations. Abuse of the emergency number will result in your ridership suspension.

For life-threatening emergencies, always call 911.

You may also write to:

CTA Paratransit Operations

567 W. Lake Street

Chicago, Illinois 60661-1498

To request copies of this brochure in an accessible format, call the CTA Paratransit Operations Department.





CTA Paratransit Operations
567 W. Lake
Chicago, Illinois 60661-1498

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